



# Common Intake Release 3.0 is now Live!



## **Common Intake now supports the creation and submission of State-Aided Family Public Housing electronic applications!**

**NEW!**

**With 3.0, Housing Assistance Providers (HAPs) will be able to submit Virtual Gateway State-Aided Family Public Housing applications for Families seeking public housing at Local Housing Authorities**

### **What is the Virtual Gateway?**

Service providers have access to program information and a powerful set of tools over the Internet, accessed through the Virtual Gateway.

The Virtual Gateway serves as a single access point on the Internet for a wide variety of business services and serves three important groups:

- Service provider staff (intake workers, in particular)
- Internal staff at Local Housing Authorities (LHAs) and other Commonwealth agencies
- The general public

### **What Does Common Intake Do?**

Common Intake is a Virtual Gateway service that enables providers to submit an electronic application on behalf of clients for housing and other services.

The provider completes the application online and submits it electronically to all selected LHAs and other relevant agencies for processing.

Some providers may submit applications for housing only; others may also submit applications for HHS programs, Community Support Services, and Long Term Care.

**KEY!**

**You *MUST* have attended formal Virtual Gateway training on processes and procedures as a requirement *before* you will be able to submit State-Aided Family Public Housing electronic applications.**



**FYI:**

**If you or your staff has any questions, contact the Virtual Gateway Help Desk at 1-800-421-0938.**

Continued...

### Points to Remember:



**Access the latest State-Aided Public Housing User Manual and Training Materials online!**

Ctrl + Click here to follow link!



**The Virtual Gateway Help Desk is at your service! Please call (800) 421-0938 Monday – Friday, 9 AM – 5 PM.**